



GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY AND SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST/ TEXT FILE
FOR TERMS AND CONDITIONS

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA *Advantage!*, a menu-driven database system. The INTERNET addresses GSA *Advantage!* is: GSAAdvantage.gov.

Maintenance Repair Facility Supplies (MRFS)

Contract Number – 47QSHA19A000Y

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

Contract Period – 11/22/2019 thru 07/14/2021

Contractor Name:

Sterling Business Machines, Inc.
(DBA) SBM Business Equipment Center
501 Locust St
Sterling, IL 61081
Telephone: 815-625-4375 Ext. 104
Fax: 815-625-3777

Contract Administrator: Ryan Arduini

Email: rarduini@callsbm.com

Company website: www.sbm.gov.com

Business Size: Small – 30 employees

INFORMATION FOR ORDERING ACTIVITIES:

1. Awarded Special Item Number:
MAS Category #322291 Restroom Products
2. Maximum Order: \$150,000 USD
3. Minimum Order: \$25.00 USD
*Orders under \$25.00 will be charged \$12.00 convenience fee.
4. Geographic Coverage:
F.O.B. Destination for domestic delivery for the 48 Contiguous States including Washington DC.
5. Points of Production: Various. TAA Compliant
6. GSA Discount Prices herein are net...
7. Volume Discount: Call for volume discounts
8. Prompt Payment Terms:
NET 30
9. Government purchase cards are accepted below and above the micro-purchase threshold.
10. Foreign Item: TAA Compliant Items Only
- 11a. Time of Delivery:
 - a. **Standard Products:** Orders placed by the close of business day at 5pm CST will be processed same day and will be shipped from warehouse within 1-2 business days. Occasional backorders and minimal delays can occur.
 - b. **Truck Load Orders:** Will be shipped within 7-14 business days after receipt of order. All Truck load orders are Dock to Dock Delivery.

- c. **Bulk JanSan:** Shipped based on manufacturer's lead time and product availability. Call for special pricing on furniture, paper, or jan-san products by pallet and truckloads.
- d. **Ability One items:** Ability One items stocked in warehouses placed by the close of business days at 5pm CST will ship within 2 business days. Occasional backorders and minimal delays may occur. Please note, some Ability One items ship direct from the Non-Profit Manufacturing Agency. These items have longer lead times.

11b. Expedited Delivery - Customers may request expedited delivery.
Please call (815) 625-4375 ext.104 for rates.

11c. Inside Delivery for LTL and Truckloads – all deliveries utilizing LTL Freight and Truckload orders are dock to dock, Inside Delivery is additional charge.

12.FOB Points:

The 48 Contiguous States & The District of Columbia are
FOB Destination. Orders outside CONUS are FOB Origin.

13.Ordering Address:

Sterling Business Machines, Inc.
501 Locust St
Sterling, IL 61081-3542
TAX ID # 36-2826078
CAGE CODE: 3DES9

14.Payment Address:

Sterling Business Machines, Inc.
501 Locust St
Sterling, IL 61081-3542

15. Warranty Provisions:

Standard Manufacturer Warranty Applies.

Contractor shall allow the government to return items in the original packaging and in sellable condition up to 30 days from the date the item was delivered. Contractor shall provide a full refund, with no fees. After 30 days issue a full refund less a 10% restocking fee and/or Return Shipping fee. Ordering agency may be responsible for return shipping fees.

16. COVID-19 - In response to COVID-19 many high demand products are constrained and on backorder. At this time these supplies are NON-RETURNABLE.

17. Export Packaging: Handled per request

18. Terms and conditions of Gov't Credit Cards:

Accept any above micro-purchase threshold

19. Not Applicable

20. Customers may visit our website at www.sbm.gov and click on "Toner Recycling" to recycle printer toner for no charge and free UPS labels.

21. DUNS #: 025865437

22. SAM Registration: CAGE CODE: 3DES9

Return Policy

Sterling Business Machines, Inc. offers a 30 day return policy minus any applicable restocking fees.

1. No restocking fee for orders returned within 30 days from receipt of merchandise. All products must be in their original contents and unopened. Opened or unpacked items may incur restocking fees and/or shipping charges. Customer order errors may also incur a restocking fee and/or return shipping charges. No returns on perishable or dated goods.
2. 10% restocking fee and/or shipping charges applies for any orders returned after 30 days.
3. No returns/exchanges/credits after 45 days, on a case by case basis.
4. To begin a return please call (815) 625-4375 or email govsales@callsbm.com.

Please include PO#, Item Numbers, Qty, Reason for Return.

Return Shipping (UPS, USPS, or FedEx Call Tags)

1. If item is damaged, shorted or incorrect by fault of Sterling Business Machines, Inc. there is no charge for return shipping.
2. Incorrect orders by customer will incur a shipping/handling charge plus any applicable restocking fees.

Credits

Sterling Business Machines, Inc. will issue credit, refunds, and/or exchanged after 5-7 business days of receipt of merchandise after inspection.

Shortages

Please report shortages immediately. Shortages reported after 10 days may not be honored.